HP iPAQ hx4700 series Pocket PC

How Do I…?

Look inside to find answers to frequently asked questions about product setup, features, and more.

hp invent

> **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

How Do I...?
HP iPAQ hx4700 series Pocket PC
First Edition (June 2004)

Contents

This document is intended to answer the most frequently asked questions regarding the HP iPAQ hx4700 series Pocket PC. For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* located on the Companion CD. For further support, visit www.hp.com/support to chat with an HP support specialist.

How Do I Find Out What's On My CD?
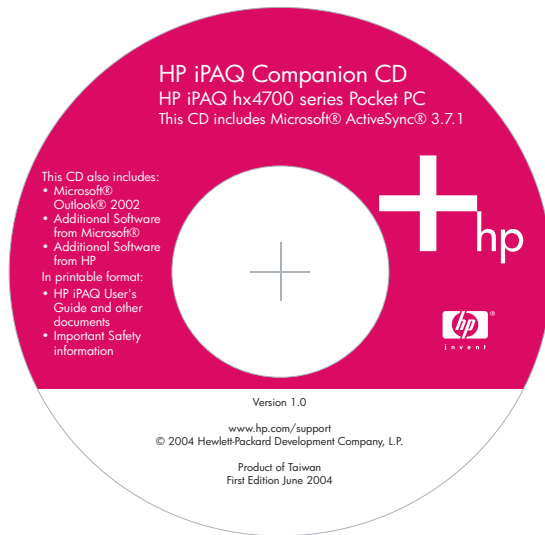
The Companion CD is located in the box and contains:

■ Microsoft ActiveSync 3.7.1

■ Microsoft Outlook 2002

■ *User's Guide*

■ *Know Your Options* (Accessories Information)

■ *Important Safety Information*

All of the software and documents are designed to be installed on your personal computer to enhance your ability to use your HP iPAQ Pocket PC to its fullest potential. The CD also contains Microsoft add-on software applications and Pocket PC enhancements that can be installed directly onto your Pocket PC for use "on the go."

Note: It is recommended that you save the CD sleeve for future use. It contains the product key for installing Microsoft Outlook.

How Do I Install Microsoft ActiveSync?

Microsoft ActiveSync, located on the Companion CD, is the software that allows your Pocket PC and your personal computer to communicate with each other.

Before you connect your Pocket PC to your computer, insert the Companion CD in your computer and let the **HP iPAQ Setup Wizard** guide you step-by-step in setting up your Pocket PC and computer.

Note: If the **HP iPAQ Setup Wizard** detects an earlier version of ActiveSync or Outlook on your computer, it prompts you to install the most recent version from the Companion CD. It is recommended that you do so; however, be sure to back up your files before installation begins.

To run the **HP iPAQ Setup Wizard** and install Microsoft ActiveSync:

1. Before you connect your Pocket PC to your computer with the synchronization cable, insert the Companion CD that came with your Pocket PC into the CD-ROM drive on your computer. The **HP iPAQ Setup Wizard** starts automatically.

2. Select **Setup Wizard**.

3. Read the **Welcome** page, make sure your Pocket PC is not connected to your computer yet, and select **Next**.

4. The **Setup Wizard** scans your system and recommends programs for you to load. If the **Setup Wizard** detects an earlier version of Microsoft Outlook installed on your personal computer, it suggests installing Outlook 2002. If you want to synchronize your calendar, contacts, inbox, notes, and/or tasks, it is recommended that you allow the **Setup Wizard** to install Outlook 2002. Earlier versions (such as Microsoft Outlook Express) will not work with ActiveSync and the Pocket PC.

5. Likewise, the **Setup Wizard** scans your system to detect earliers versions of Window Media Player and HP Image Zone. It is recommended that you allow the Wizard to install these programs in order to take advantage of all functions on your Pocket PC.

6. When the **Set Up Microsoft ActiveSync** window is displayed, click **Next**.
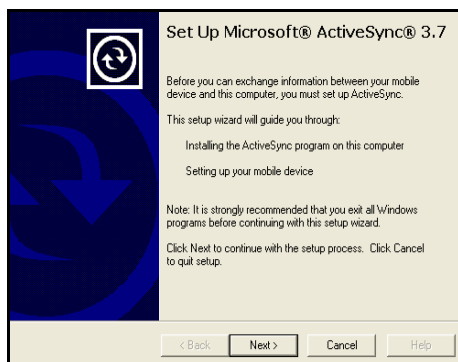
7. When the **Select Installation Folder** for Microsoft ActiveSync window is displayed, accept the default location offered, or select **Change...** to specify a a different location.
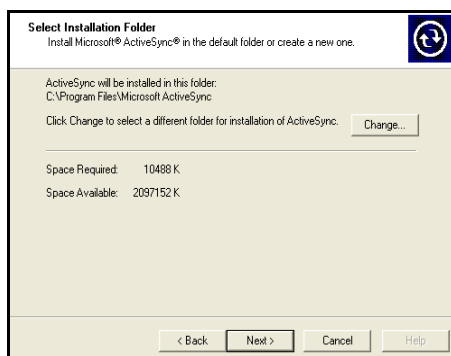
8. When the **File Download** window is displayed, click **Open.**
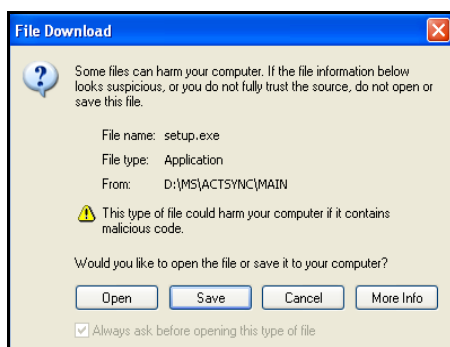
You will know ActiveSync installed successfully when you see
the **Set Up a Partnership** screen. Proceed to the next section,
"How Do I Create an ActiveSync Partnership?"

Note: If you are having trouble installing ActiveSync and have
firewall software installed, try disabling the firewall software
during ActiveSync installation and enabling it again after
installation is complete. If you are connected to a corporate
firewall, contact your IT Administrator for assistance.

How Do I Create an ActiveSync Partnership?

A Microsoft ActiveSync partnership allows your HP iPAQ Pocket
PC and your personal computer to communicate with each other.
To synchronize your Pocket PC and your personal computer, you
must first create a partnership using ActiveSync. You only need
to create a partnership once.

These instructions give information on creating a basic
partnership. Other partnership options are available, and
instructions can be found in Chapter 2, "Synchronizing with Your
Computer," of the *User's Guide* located on the Companion CD.

To create an ActiveSync partnership between your Pocket PC and your personal computer:

1. When the **Get Connected** screen is displayed during ActiveSync installation, connect the desktop cradle to your personal computer by attaching the free end of *either* the USB cable or the serial cable to either the USB port or the serial port on your personal computer. Then connect one end of the AC Adapter to the cradle and the other end to an electrical outlet.

2. Turn on your Pocket PC by pressing the **Power** button, then insert it into the desktop cradle.

3. When the **Set Up a Partnership** screen is displayed, select
   Standard Partnership and click **Next.**

4. When the **New Partnership** screen is displayed, select
   Synchronize with this desktop computer, then click **Next.**

5. When the **Select Number of Partnerships** screen is displayed, choose whether you want to synchronize with one computer or two (e.g., home and office).
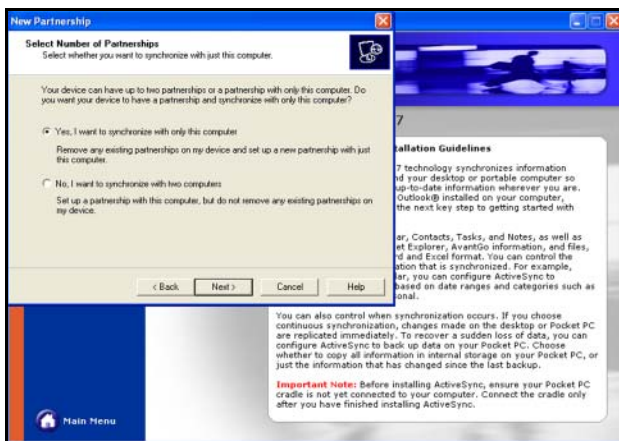
6. When the **Select Synchronization Settings** screen is displayed, check the items you want to synchronize between your Pocket PC and your personal computer.
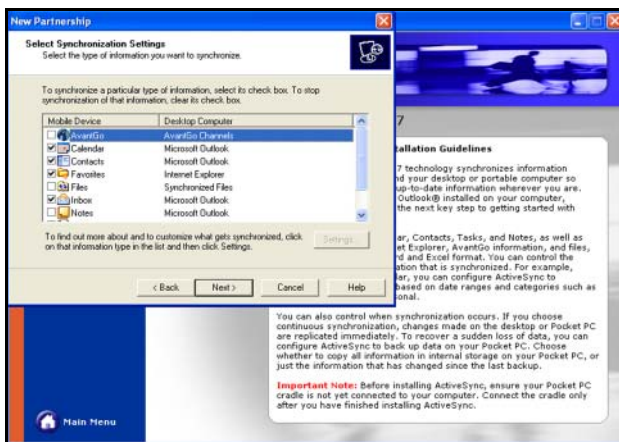
7. When the **Setup Complete** screen is displayed, click **Finish.**
ActiveSync immediately begins synchronizing.
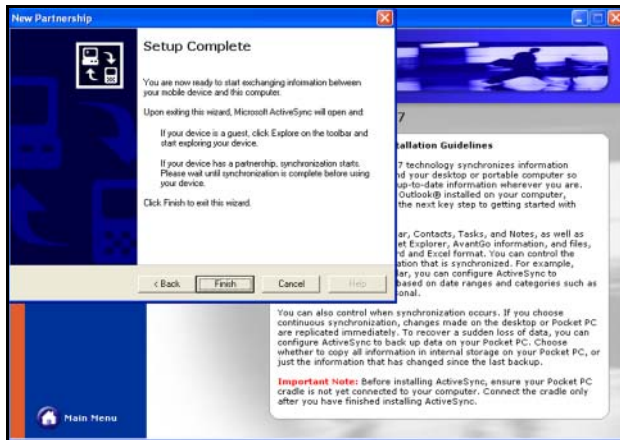
Do you want to learn more about:

■   setting up a guest partnership?

■   setting up a partnership with a server?

■   setting up a partnership with two computers?

■   setting up a partnership for two handheld devices?

Refer to the Microsoft Pocket PC 2003 Web site at
www.microsoft.com/windowsmobile/resources/support/pocketpc.
Fill in your region, your device, and your operating system; then click the
Get Support button. Under **Support Topics** on the left side of the
window, select **ActiveSync.**

How Do I Synchronize My Pocket PC to a Personal Computer?

Synchronizing your Pocket PC and your personal computer allows you to keep the same information (such as calendar, contacts, and e-mails) in both places, making it available when you work on your personal computer or when you take your Pocket PC on the go. There are several ways to synchronize your Pocket PC with your personal computer:

- Desktop cradle

- Optional AutoSync Cable

- Bluetooth

- Infrared

- Wi-Fi and a server

The most common way to synchronize is using the desktop cradle with the USB synchronization cable. This section explains how to synchronize using the desktop cradle.

To synchronize your personal computer and your Pocket PC:

1. Be sure ActiveSync is installed on your personal computer. Refer to "How Do I Install Microsoft ActiveSync?" earlier in this document for more information.

2. Be sure the desktop cradle is connected to your personal computer with the USB synchronization cable.

3. Place your Pocket PC in the desktop cradle. Synchronization begins automatically.

Note: If you must log onto a server such as your company's Virtual Private Network, you may receive a message from ActiveSync telling you it is unable to synchronize. You must first log onto the server in order for ActiveSync to synchronize.

If ActiveSync does not begin synchronizing, start it manually:

On your personal computer, open ActiveSync by clicking from the **Start** menu > **Programs > Microsoft ActiveSync > Sync.**

Occasionally when attempting to synchronize to a personal computer, you might receive an "Unable to Detect Device" error message. This usually means your desktop cradle is not properly connected to the synchronization cable, or your Pocket PC is not seated firmly in the desktop cradle.

If you get this error:

1. Make sure the USB connector on the synchronization cable is securely connected to your desktop cradle and your personal computer.

2. Make sure that your Pocket PC is connecting to the communications port in the desktop cradle.

Once the connection issue is resolved, ActiveSync begins synchronizing automatically.

To find out how to resolve other error messages, see Chapter 12, "Troubleshooting" in the *User's Guide* located on the Companion CD.

Do you want to learn more about:

■ synchronizing with the optional AutoSync Cable?

■ synchronizing using Bluetooth?

■ synchronizing using Infrared?

■ synchronizing using Wi-Fi and a server?

Refer to the *User's Guide* on the Companion CD.

How Do I Synchronize My Messaging, Contacts, or Calendar?

If you did not previously set up your Messaging, Contacts, or Calendar to synchronize with your Pocket PC when ActiveSync was first loaded, you can set it or remove the setting whenever you want.

To synchronize a new selection with your Pocket PC:

1. Double-click the **Microsoft ActiveSync** icon in the system tray of your personal computer.

2. In the ActiveSync Window, click **Options > Sync Options** tab.

3. On the **Sync Options** page, check the items you want synchronized and uncheck those you do not want synchronized.

Note: It is recommended that you check the Synchronize mobile device clock upon connecting so your Pocket PC and your personal computer always agree on the date and time. If this box is not checked, files can accidentally be overwritten during synchronization due to differences in dates and times on the files.

4. Under the Schedule tab, choose whether you want to synchronize Continuously, On connection, or Manually. If necessary, you can also select options for scheduling synchronization with a server, or using a wireless connection.

5. Click **OK** to save the settings and minimize the ActiveSync window.

6. The items selected will automatically synchronize with the Pocket PC when it is inserted in the desktop cradle and the computer is turned on.

How Do I Troubleshoot Outlook Errors When Attempting to Synchronize Messaging, Contacts, or Calendar?

When synchronizing, you may receive various error messages. For answers to troubleshooting these errors, refer to the Microsoft Windows Mobile 2003 Web site at www.microsoft.com/windowsmobile/resources/support/pocketpc. Fill in your region, your device, and your operating system; then click the **Get Support** button. Select the Support Topic that best describes the error message you received.

How Do I Find the Product ID and Serial Number of My Pocket PC?

The product ID and serial number label are located on your Pocket PC and also in the HP Asset Viewer program.

It is recommended that you have this information available before contacting HP Customer Support, particularly if you are calling for in-warranty support.

To use HP Asset Viewer to locate the product ID and Serial Number:

1. From the **Start** menu, tap **Settings > System** tab > **HP Asset Viewer.**

2. Tap the **Identity** tab to locate the **Serial Number.**

3. Tap the **System** tab to locate the **Product ID.**

△ **CAUTION:** Before removing the battery to view the label located underneath the battery, be sure to back up any unsaved information or applications held in memory (RAM) or copy them to the iPAQ File Store folder. Data and applications in RAM will be lost when removing the battery or if the battery completely discharges. You do not need to reinstall applications and data installed in the iPAQ File Store folder because they are saved in ROM. Also before removing the battery, check to see that the internal backup battery is fully charged by tapping **Start > Settings > System** tab > **Power** icon.

To view the Product ID and Serial Number label underneath the battery:

1. Unlock the battery by sliding the lock button on the bottom of the Pocket PC to the right or unlocked position ❶.
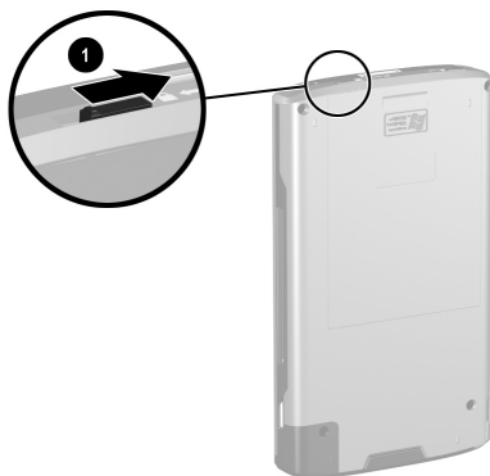
2. Push the battery release lever to the left ❷ and slide the battery out to remove it ❸.
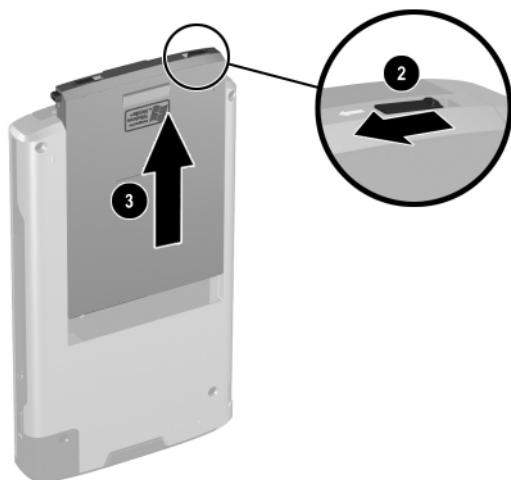
3. The label containing the Product ID and Serial Number is beneath the battery.

How Do I Manage Available Storage?

Your Pocket PC normally manages storage for you by moving available space back and forth between storage memory (memory used to store data and document files) and program memory (memory used to run programs) as needed. However, there are a variety of ways you can manage storage space yourself to maximize the memory capacity of your Pocket PC. You can choose any or all of the options below.

Option A: Changing Storage Settings Manually

To temporarily change the storage settings manually:

1. On your Pocket PC, tap **Start > Settings > System** tab **> Memory.**

2. Use the stylus to slide the **Storage/Program** bar as necessary.

3. Tap **OK** to save your changes.

Shortcut: If you have set your Pocket PC to display the TodayPanel on the Today screen, tap the **Memory** icon located halfway down the Today screen to change your memory settings.

Option B: Stopping Running Programs

To stop programs that are running in the background:

1. Tap **Start > Settings > System** tab **> Memory > Running Programs** tab.

2. Select one or more of the programs in the **Running Program List.**

3. Tap **Stop > OK.**

Option C: Removing Unused Programs

To permanently uninstall programs you have installed yourself:

1. Tap **Start > Settings > System** tab **> Remove Programs.**

2. Select a program to remove.

3. Tap **Remove > OK.**

Option D: Using iPAQ File Store

iPAQ File Store is an unused portion of ROM (Read-Only Memory, where the operating system and built-in programs are stored). Files stored in iPAQ File Store will not be deleted if you perform a full (hard) reset.

To store files in iPAQ File Store:

1. Copy the file(s) you want to store in iPAQ File Store.

2. Tap **Start > Programs > File Explorer > My Device > iPAQ File Store.**

3. Tap **Edit > Paste.**

To view available memory in iPAQ File Store:

1. Tap **Start > Settings > System** tab **> Memory > Storage Card** tab.

2. Select **iPAQ File Store** from the drop-down list.

Option E: Using Optional Storage Expansion Cards

There are a variety of storage expansion cards available for purchase, such as Secure Digital (SD) cards or CompactFlash (CF) cards. These cards can be installed in the Expansion Slot on the top of your Pocket PC.

For more information on purchasing expansion cards, visit the HP Web site at www.hp.com/products/pocketpc/options.

Do you want to learn more about:

■ what you can do with optional expansion cards?

■ using expansion cards in your iPAQ Pocket PC?

Refer to the *User's Guide* located on the Companion CD.

How Do I Maximize Battery Life?

To help your battery last as long as possible between charges, you can change the battery settings on your Pocket PC.

Adjusting these settings will maximize your battery life:

■ Dim the backlight. Tap **Start > Settings > System** tab > **Backlight > Brightness** tab. Slide the **Brightness Level slider** under **On Battery** halfway down to the **middle** position. This position dims the backlight only when the Pocket PC is operating on battery power.

IMPORTANT: Adjusting the **Battery Brightness Level slider** to a middle position is the single most important thing you can do to preserve battery life.

Shortcut: On the **Today** screen, in the **TodayPanel Lite,** tap the **Battery** icon > **Backlight Settings > Brightness** tab and adjust the battery brightness level slider halfway down to the **middle** position.

■ Leave your Pocket PC connected to AC power at all times when you're not using it.

■ Set the device to turn off after a short time if not being used. Tap **Start > Settings > System** tab **> Power > Advanced** tab. On battery power, set the device to power off in the shortest acceptable time.

Shortcut: On the **Today** screen, tap the **Battery** icon > **Advanced** tab and set the time for device to power off.

■ Turn off the backlight. Tap **Start > Settings > System** tab **> Backlight > Battery Power** tab; then set the backlight to go off quickly after you stop using your Pocket PC.

- Turn off Bluetooth power when not in use. To turn off Bluetooth, tap the **iPAQ Wireless** icon in the lower right corner of the Today screen, then, on the iPAQ Wireless screen, tap the **Bluetooth** icon to turn it off.

- Set the device to receive incoming infrared beams manually. Tap **Start > Settings > Connections** tab **> Beam,** then uncheck **Receive all incoming beams.**

- To ensure you always have battery power available, an optional standard battery is recommended. For more information on purchasing optional batteries, visit the HP Web site at www.hp.com/go/ipaqaccessories.

Note: If you remove or replace your battery, your Pocket PC will perform a soft reset. Be sure to close all applications and save data before removing the battery.

How Do I Know the Battery is Charging?

There are two ways to see if the battery is charging.

■ When the Pocket PC is connected to the AC Adapter and the battery is recharging, the power indicator light on the front of the Pocket PC flashes amber. When the battery is fully recharged, the light turns solid amber.

■ To view it on screen, from the **Today** screen, tap the **Battery** icon. On the **Power** screen, under **Main battery,** the **Recharging state** displays **Charging** until a full charge is reached. When it is fully charged, it displays **Battery power remaining.**

If the power indicator light is not flashing while you are trying to recharge, disconnect and reconnect the AC Adapter to your Pocket PC to make sure you have a proper connection.
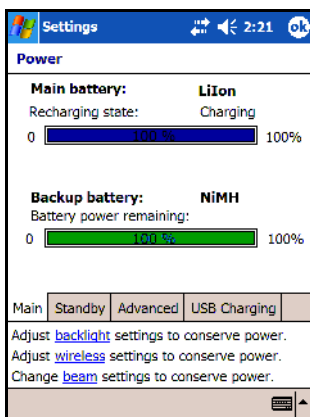
How Do I Check the Battery Charge Level?

To check the battery charge level, from the **Today** screen, tap the **Battery** icon **> Main** tab, **or** tap **Start > Settings > System** tab **> Power > Main** tab. You can view the amount of battery power remaining for both the Main battery and the Backup battery.
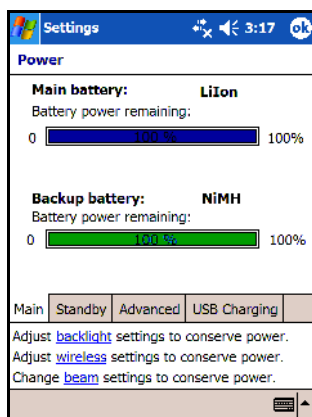
If the battery charge level is low, recharge the battery by connecting the Pocket PC to AC power using the desktop cradle or the AC Adapter, or change the battery. When the Pocket PC turns off due to low battery level and does not turn on again, you have **only** up to 72 hours to recharge the battery before you lose data.

For information on purchasing an optional standard battery, visit the HP Web site at www.hp.com/go/ipaqaccessories.

⚠ **CAUTION:** Do not allow the battery installed in your Pocket PC to discharge completely. Doing so will not harm your Pocket PC or battery, but your Pocket PC will lose all data not stored in ROM. Discharging the battery completely is similar to performing a hard reset. Refer to "How Do I Perform a Hard (Full) Reset?" later in this document for more information.

How Do I Perform a Soft (Normal) Reset?

A soft reset does not erase any applications or saved data, but be sure to save any **unsaved** data before performing a soft reset since any unsaved data will be lost.

Perform a soft reset when:

■ you want to stop all running applications

■ after installing a new application

■ if your Pocket PC "locks up"

To perform a soft reset:

1. Locate the **Reset** button on the bottom of your Pocket PC.

2. Use the stylus to lightly press the **Reset** button.

The Pocket PC restarts and displays the **Today** screen.

How Do I Perform a Hard (Full) Reset?

Perform a hard reset only when you want to clear all user-installed settings, applications, and data from RAM (Random Access Memory), where data and applications you have loaded are stored.

If the battery installed in your Pocket PC discharges completely, your Pocket PC will operate as if a hard reset had been performed once the battery has been recharged. Refer to "How Do I Check the Battery Charge Level?" earlier in this document for more information.

⚠ **CAUTION:** If you perform a hard reset, your Pocket PC loses all data and programs not saved in iPAQ File Store.

To perform a hard reset:

1. Press and hold down the **Calendar** and **iTask** buttons ❶.

2. While holding down these buttons, use the stylus to lightly press the **Reset** button on the bottom of the iPAQ Pocket PC ❷ for about two seconds.

3. When the Pocket PC screen begins to fade, release the **Calendar** and **iTask** buttons first, and then remove the stylus from the **Reset** button.

Note: If you simultaneously push and hold the **Reset, Calendar,** and **iTask** buttons for more than two seconds, the battery disconnects. To restart the unit, either plug the unit into the AC Adapter or press the **Reset** button again.

After performing a hard reset, you may need to reinstall applications stored in iPAQ File Store to restore shortcuts and full functionality.

The Pocket PC resets and powers on.

If the Pocket PC does not power on after a reset, do the following:

Check the battery door to ensure it is locked. If not, slide the battery lock switch to the left (or locked position) on the bottom of the Pocket PC. This action locks the battery door.

If the battery door is not locked, the Pocket PC does not power on. For more information, refer to "Installing the Battery" in Chapter 3 of the *User's Guide* located on the Companion CD.

To return your iPAQ Pocket PC to factory settings after performing a hard reset:

1. Tap **Start > Programs > File Explorer > My Device.**

2. Tap the **iPAQ File Store** folder to open it.

3. Tap **Edit > Select All.**

4. Tap and hold the selected files, then tap **Delete.**

5. Tap **Yes** to delete all files in iPAQ File Store.

How Do I Use the TodayPanel Lite to Monitor My System Resources?

The TodayPanel Lite displays halfway down the Today screen as icons or as text bars for quick and easy accessibility to the following:

■ Today settings and Options

■ Battery power

■ Storage memory

■ Memory used in the iPAQ File Store folder

■ Pocket PC backlight

You select how you want the shortcuts displayed by:

1. Tapping the **File folder** icon on the far left of the **TodayPanel Lite** bar.

2. Tapping **Options** from the drop-down menu.

3. On the **TodayPanel Lite** screen, next to **Display Mode,** tap the drop-down arrow and select **Icons** or **Compact.**

4. Tap **OK** to save the changes.

You select if you even want the shortcuts displayed on the Today screen by:

1. Tapping **Start > Settings > Today** icon > **Items** tab.

2. Under **Checked items appear on the Today screen,** tap in the **TodayPanel** checkbox to remove the checkmark if you do not want the TodayPanel to appear on the Today screen, or place a checkmark in the checkbox to display the TodayPanel.

3. Tap **OK** to save the changes.

How Do I Set Up My Pocket PC to Use Wi-Fi?

Your iPAQ Pocket PC comes with Wireless Fidelity (Wi-Fi) already installed. This means you do not need to use cables or plug in to a network wall connection to access the Internet with your Pocket PC. All you need are wireless access points to transmit data to and from your Pocket PC using Wi-Fi.

Note: Most private corporations already have wireless access points installed in their buildings. Visit your local computer store for information on installing wireless access points in your home.

Powering Wi-Fi On or Off

To use Wi-Fi on your Pocket PC, you need to turn on Wi-Fi and set up your device.

Note: The Wi-Fi antenna for the Pocket PC is located in the top of the unit. If you cover up the top of the Pocket PC after you have turned on Wi-Fi, signal strength diminishes.

To turn Wi-Fi on or off:

1. From the **Today** screen, tap the **iPAQ Wireless** icon ( ) in the Command bar located at the bottom of the screen.

2. Tap the **Wi-Fi** button on the iPAQ Wireless screen.

   When Wi-Fi is powered on, the **Wi-Fi** icon on the iPAQ Wireless screen turns from gray to amber to green and the Wi-Fi light-emitting diode (LED), located on the top left corner of the unit, is solid blue indicating Wi-Fi or Bluetooth are on.

Note: Even though the indicator is blue to indicate Wi-Fi is turned on, it does not necessarily mean a connection has been established with another device or access point.

If Wi-Fi is off, the **Wi-Fi** icon turns from green to gray.

Battery Saving Tip: Turn Wi-Fi off when you are not using it. When Wi-Fi is on, be sure one of the Wi-Fi power saving modes is selected. Refer to "Powering Wi-Fi On or Off" in the *User's Guide* for more information.

Automatically Connecting to a Network

1. If one or more broadcast networks are present, the **Network Indicator** icon (♀) appears in the Navigation bar. Tap the network you want to connect to, and then tap whether the network connects to the Internet (does not use proxy settings) or Work (uses proxy settings).

2. If you are prompted for a Network Key (WEP), enter it and tap **Connect.** If you are not sure, contact your network administrator.

Manually Entering New Network Settings

A wireless network can be added either when the network is detected (the **Network Indicator** icon is showing in the Navigation bar) or manually by entering setting information. To manually add a wireless network:

1. Be sure Wi-Fi is on.

2. In the Navigation bar, tap the **Connections** icon (⤳ or ⤴ₓ) > **Settings** > **Advanced** tab > **Select Networks** button.

3. Enter or select the network name (or tap **New**) you want to use to either connect to the Internet using an ISP or My Work Network for work. Tap **OK** once completed.

4. Set up your **Dialing Rules** and **Exceptions** and press **OK.**

The next step is to set up your network interface cards.

5. From the **iPAQ Wireless** screen, tap (Wi-Fi) **Settings.**

6. Select **Add New ...** in the list box on the **General** tab to start configuring wireless networks.

Note: If a network was detected in step 3, the Security Set Identifier (SSID) is automatically entered and cannot be changed.

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7. Enter an SSID into the **Network name** box.

8. In the **Connects to:** box, select where your network connects to **(The Internet** or **Work).**

9. If you want to connect to an ad-hoc connection, tap the **This is a device-to-device (ad-hoc) connection** checkbox.

10. If authentication information is needed, from the **Configure Wireless Network** screen, tap the **Network Key** tab.

Note: To determine whether authentication information is needed, see your network administrator.

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11. To configure the type of network authentication to use, select:

    a. To use Shared Key authentication, tap the **Authentication (Shared mode)** listbox. Type the network key in the **Network Key:** box.

    b. To use data encryption, tap the **Data encryption (WEP enabled)** listbox.

    c. If a network key is provided by your network automatically, tap the **The Key is provided for me automatically** checkbox.

12. For increased security, tap **802.1x** tab and select the **Use IEEE802.1x network access control** checkbox. You should only check this option if it is supported by your network environment. Ask your network administrator if you are unsure.

13. Select EAP type (PEAP or Smart Card/Certificate) from the listbox.

14. Once you have completed entering the network settings, tap **OK** and **OK** again to exit this menu.

Searching for Networks to Access

Networks that you have already configured are preferred networks and can be found on the **iPAQ Wireless** screen by tapping the **Wi-Fi** button > **Settings** > **Wireless Networks** list box. You can choose whether to connect only to preferred networks or to have your Pocket PC search for and connect to any available network (preferred or not).

1. From the **iPAQ Wireless** screen, tap the **Wi-Fi** button > **Settings** > **Wireless** tab.

2. In the **Networks to access** box, tap the type of network you want to connect to **(All Available, Only access points,** or **Only computer-to-computer).**

3. To connect only to networks that have already been configured, clear the **Automatically connect to non-preferred networks** checkbox.

Note: If you check the **Automatically connect to non-preferred networks** checkbox, your Pocket PC detects any new networks and provides you the opportunity to configure them.

Do you want to learn more about:

■ automatically connecting to a network?

■ manually entering new network settings?

■ searching for networks to access?

Refer to the *User's Guide* located on the Companion CD. For more information on any of the wireless screens, tap **Start > Help** from any screen to get help on that screen.

Your HP iPAQ Pocket PC can connect to a network using Wi-Fi.

Note: Before connecting, it will be helpful to familiarize yourself with the following wireless technology terms.

Term	Definition
Wireless Protection Authentication (WPA)	An Interim Standard designed to work with existing Wi-Fi products enabled with WEP. It ensures that the individual is who he/she claims to be by scrambling the keys and by adding integrity-checking features.
Wired Equivalent Privacy (WEP)	A security protocol designed to provide a wireless local area network (WLAN) with the same level of security usually expected on a LAN.
Encryption	A conversion process of data that cannot be easily understood by unauthorized people. Basically, it is a method for protecting data.
Internet Protocol (IP) Address	A 128-bit number that identifies each sender or receiver of information which is sent in packets across the Internet. For example, when you request an HTML page or send e-mail, the Internet Protocol part of TCP/IP includes your IP address in the message. In this example, this information identifies your computer as the sender and/or receiver of information.
Wireless Fidelity (Wi-Fi)	The term used for a high-frequency wireless LAN.
802.11b	The standard specification for WLANs, often called Wi-Fi, developed by the Institute of Electrical and Electronics Engineers (IEEE).

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Term	Definition
Media Access Control (MAC) Address	A computer's unique hardware number in a network. For example, on an Ethernet LAN, it's the same as your Ethernet address. When you are connected to the Internet a correspondence table relates your IP address to your computer's MAC address on the LAN.
Hotspots	Public or private areas where there is a wireless access point available. These wireless connections could be located, for example, at a library or cyber cafe.
Wireless Access Point	A point of access to a wireless connection to a network.
Security Set Identifier (SSID)	A sequence of characters uniquely defining (naming) a WLAN. Basically, each set of wireless devices communicating with each other is called a basic service set (BSS). Several BSSs can be joined to form one logical WLAN, called an extended service set (ESS). An SSID is simply the 1-32 alphanumeric, case sensitive name given to each ESS.

How Do I Use Bluetooth to Transfer Files to Another Pocket PC, Computer, or Printer?

Your Pocket PC comes with built-in Bluetooth technology that allows short-range connections and provides fast, reliable, and secure wireless communication with other Bluetooth-enabled devices. Bluetooth allows you to exchange information with other Bluetooth-enabled devices located within 30 feet (10 meters) of your Pocket PC.

To transfer files from your Pocket PC to another Bluetooth-enabled device, such as another Pocket PC, personal computer, or printer:

1. On your Pocket PC, tap the **iPAQ Wireless** icon in the lower right corner of the **Today** screen.

2. On the iPAQ Wireless screen, tap **Bluetooth > Settings > Services** tab.

3. Under Services, tap the **File Transfer** tab. The **Service Settings** checkboxes are automatically enabled when you select a service.

4. Leave only the **Enable service** checkbox checked, and uncheck the other checkboxes, then tap **OK.**
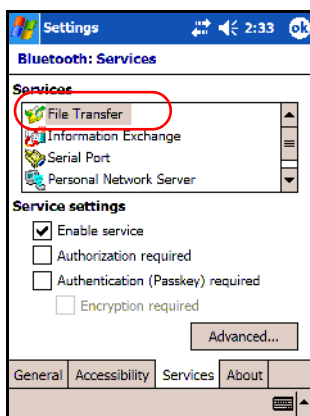
5. On the iPAQ Wireless screen, tap the **Bluetooth Manager** button.

6. Tap **New > Browse files on a remote device > Next** and allow the Bluetooth Connection Wizard some time to browse for the Bluetooth-enabled device.
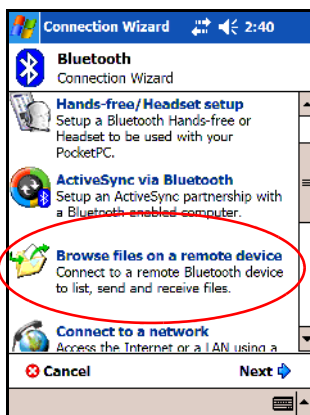
7. Once the Bluetooth device icon appears on the Bluetooth Connection Wizard screen, tap it to begin the discovery process and follow the Bluetooth Connection Wizard instructions.

Note: Be sure the Bluetooth-enabled device you are connecting to has enabled the same service feature.

8. Once a connection has been established, tap the **device icon,** then tap and hold a file transfer shortcut icon.
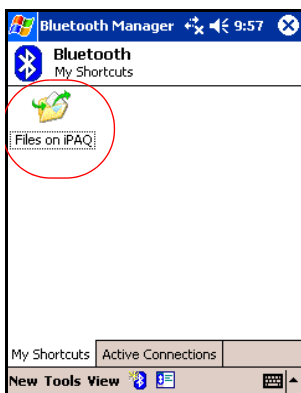
9. Tap **Connect.**

10. Tap **File,** then tap **Send a File… .**
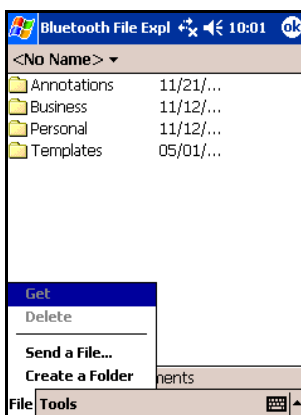
11. Locate a file to send.

12. Tap the file to automatically send it.

13. Tap **OK.**

Do you want to learn more about:

- exchanging contacts, calendar items, and tasks?

- sending or exchanging business cards?

- synchronizing with a computer through an ActiveSync connection?

- partnering with a Bluetooth-enabled cell phone and using as a wireless modem?

- connecting to other Bluetooth devices (Virtual COM port)?

- connecting to Bluetooth wireless local area networks (WLANs)?

- printing to a Bluetooth printer?

- creating a personal area network (PAN) to chat, play games, etc.?

Refer to the *User's Guide* located on the Companion CD.

How Do I Use Bluetooth to Print?

You can print e-mails and notes from your Pocket PC using a Bluetooth printer.

To set up your Pocket PC to print to a Bluetooth printer:

1. To open Mobile Printing, from the **Today** screen, tap **Start > Programs > Print Manager.**

2. Be sure your Pocket PC is located within 30 feet (10 meters) of the Bluetooth printer you are using.

3. From the **Today** screen, tap the **iPAQ Wireless** icon in the lower right corner, then tap the **Bluetooth** button on the **iPAQ Wireless** screen.

4. Tap the **Bluetooth Manager** button.

5. Tap **New > Explore a Bluetooth Device > Next.**
   Allow some time for your device to browse for the Bluetooth printer.

6. Once the Bluetooth printer is listed on the Bluetooth Browser screen, tap **OK** in the upper right corner to close the screen.

7. From the **Today** screen, tap **Start > Programs > Print Manager > Tools > Configuration > Printers** tab.

8. Tap **Add > Bluetooth printer > Choose printer** button **> Search for a Bluetooth printer > Next** button.

9. Select the Bluetooth printer you want to print to, then tap **Add.**

10. You may receive a message that says, "Unable to determine printer model. Do you still want to select a printer model from the printer list?" Tap **OK.**

11. Select the printer, then tap **Add > OK > Printer added > OK.**

12. Tap **OK** in the upper right corner to exit Print Manager.

Note: You should only need to perform the above steps one time for each Bluetooth printer you wish to use.

To print to a Bluetooth printer:

1. Tap **Start > Programs > Print Manager.**

2. Tap the **E-mail** icon to search for an e-mail to print, or tap the **Search** icon to search for another document to print.

3. Select the document to print, then tap the **Print Now** button.

How Do I Use a Global Positioning System (GPS) Device with My Pocket PC?

There are a number of GPS Navigation Systems on the market that can be used with your Pocket PC. The following instructions apply to the HP iPAQ Navigation System, which is available from and supported by HP. For information on using other GPS devices with your Pocket PC, refer to the instructions that came with the product.

Note: The Global Positioning System package is an optional feature and sold separately from the Pocket PC.

To use the HP iPAQ Navigation System with your Pocket PC:

1. Insert your Pocket PC into the desktop cradle.

2. Close all applications on your personal computer and your Pocket PC.

3. Install Disc 1 that came with your HP iPAQ Navigation System into the CD drive on your personal computer and follow the on-screen instructions.

4. When the **Map Loader** screen appears, determine how you want to load maps and follow the instructions to load whichever maps you choose.

Note: Be sure you have enough memory available to load the maps you choose. You can monitor available memory by referring to the **Available Memory** and **Selected Size** boxes. Refer to "How Do I Manage Available Storage?" earlier in this document for information on increasing memory availability.

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5. Click **Generate Map** to transfer the map to your Pocket PC. When prompted, insert Disc 2 into your CD drive and click **OK.**

6. Be sure the GPS receiver is charged and the power is on. To verify that the receiver is charged, plug it in. If the yellow LED is on, it is still charging. If it goes out, the charge is complete. To verify that the power is on, look for the flashing GPS or Bluetooth LED.

7. Turn Bluetooth on by tapping the **iPAQ Wireless** icon in the Command bar > **Bluetooth** button on the iPAQ Wireless screen **> OK.**

8. Tap **Start > Programs > iPAQ Navigation System > OK.**

9. To check whether your iPAQ Navigation System and iPAQ Pocket PC have partnered, tap the **iPAQ Wireless** icon > **Bluetooth Manager > My Shortcuts** tab. Two green arrows on the BT-GPS Receiver icon indicate an active connection.

10. Position the HP Bluetooth GPS receiver in your vehicle window so that the receiver has an unobstructed view of the sky. When the green LED flashes, the satellites have located the receiver.

Note: The Bluetooth GPS receiver may take 5-10 minutes to acquire a fix on the three satellites needed to accurately position the vehicle. If the GPS receiver does not acquire a fix within 5-10 minutes, reposition the GPS receiver and try again.

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11. From the **iPAQ Navigation System,** tap **View** at the bottom of the screen, then tap **Map.** A map will display centered on your current location. Your current location is depicted as a green arrow in a blue circle.

12. Tap **Menu > Destination,** then select the type of destination (e.g., Address, Points of Interest, Recent, Intersection, Favorites). Enter the necessary information to input your destination.

13. Follow the voice prompts and map display to your destination.

For detailed instructions on using the HP iPAQ Navigation System, refer to the *Getting Started Guide* and the *User's Guide* that came with the iPAQ Navigation System or visit the HP Web site at http://www.hp.com/support.

For information on purchasing the HP iPAQ Navigation System, visit the HP Web site at http://www.hp.com/go/ipaqaccessories.

How Do I Enable/Disable HP ProtectTools on My Pocket PC?

The HP ProtectTools provides on-device security protection, minimizing the risk of losing sensitive information on your HP iPAQ Pocket PC. HP ProtectTools provides strong authentication and encryption of email, calendar, contacts, notes, tasks, and/or all files stored in the My Documents folder. It can also be used to encrypt data stored on expansion cards.

$\triangle$ **CAUTION:** HP ProtectTools provides strong protection of your Pocket PC and the data stored on it. To access the Pocket PC, you will have the option of enabling either a PIN or password. If you forget your PIN or password, you will be able to access the device with a backup question and answer. If you forget both your PIN/password and question/answer, there is no way to unlock your device. You will have to reset it, resulting in the loss of **all** data on your iPAQ Pocket PC, including data stored in iPAQ File Store. It is recommended that you remember your PIN/password and question/answer.

Enabling Security

You should only need to enable security one time. You can make changes to any of your security settings at a later time without going through the setup procedure again. For more information, refer to "Manage Security Settings" in Chapter 7 of the *User's Guide* located on the Companion CD.

To enable security on your iPAQ Pocket PC:

1. From the **Today** screen, tap **Start** > **Settings** > **Personal** tab **>HP ProtectTools.**

2. The security configuration screen displays the message "Do you want to configure HP ProtectTools security on your device?" Tap **Yes.**

3. On the **Lock Settings** screen, select your choices for the following:

❏ **Lock device**—secures device by requiring your PIN or password to authenticate access to the HP iPAQ.

❏ **Log off**—secures device by requiring your PIN or password, stops running all programs, and encrypts your data. You can also select the amount of time between when you last used the device and when the data is encrypted.

Note: Because encryption/decryption can take some time, if you use your device frequently, you may want to select a longer period of time.

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4. Tap **Next.**

5. From the **Unlock Settings** screen, select the method in which you want to unlock your HP iPAQ, along with the number of attempts allowed for each setting:

❏ **4-digit PIN**—a four-digit number

❏ **Password**—a combination of numbers and/or letters of any length

❏ **Strong alphanumeric password**—a minimum of eight characters including at least one uppercase letter, one lowercase letter, and one number.

6. Tap **Next.**

7. From the **Fail-Safe Settings** screen:

❏ Select the number of attempts you will have to answer your hint question correctly.

❏ Select what the device should do if you fail to answer your hint question correctly after the associated number of attempts.

Note: It is recommended that you select the default, "Pause before retrying question."

❏ Select whether to keep security after a hard reset.

Note: It is recommended that you select this option to ensure that the data stored in your iPAQ Pocket PC remains secure after a hard reset.

8. Tap **Next.**

9. From the **Encryption Settings** screen:

❏ Select the encryption strength.

◆ **Lite** is the fastest but least secure algorithm.

◆ **Blowfish** is both fast and secure.

◆ **Triple DES** and **AES** are the most secure.

Note: It is recommended that you use the default, **AES.**

❏ Select which data you want encrypted. If you select to have the My Documents folder encrypted, you can also choose whether to encrypt media files (for example, audio, video, or picture files). Media files often take longer to encrypt and decrypt than other file types.

❏ Select whether you want the encryption status displayed. Selecting this option allows you to monitor the encryption/decryption process. For more information, refer to "Encrypting/Decrypting Data" in Chapter 7 of the *User's Guide* located on the Companion CD.

10. Tap **Next.**

11. From the **Security Configuration Complete** screen, tap **Continue** to create your PIN or password and answer your hint question.

12. Prior to entering your PIN or password, you will be asked for a passphrase. Tap **OK,** then follow the onscreen instructions to create a passphrase.

Note: The passphrase is not something you will need to remember on a daily basis, but you should remember it for future reference. For more information on passphrases, tap the **More Information...** button.

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13. Tap **OK.**

14. If requested, enter your PIN or password two times for verification purposes.

15. From the **Set up Passwords** screen, select your hint question by tapping the left and right arrow buttons near the question. Answer the question two times for verification purposes.

16. Tap **OK.** Your iPAQ Pocket PC will reset itself after a few seconds, or you can tap the **Reset Now** button to reset the device immediately.

Note: After the device has completed the reset process, you will be asked for your PIN or password before you can begin using it again.
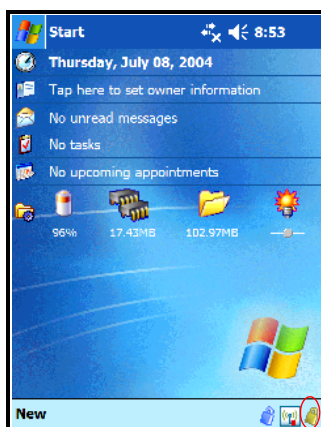

Disabling Security

You can disable HP ProtectTools at any time using your PIN or password.

To disable security:

1. Tap the yellow lock icon in the Taskbar at the bottom of the Today screen.

2. Tap **Manage Security Settings.**

3. Enter your PIN or password to authenticate yourself.

4. Tap the **Disable Security** button.

5. Follow the onscreen instructions to disable security.

Do you want to learn more about:

- ■ unlocking your Pocket PC?

- ■ encrypting/decrypting data?

- ■ changing your HP ProtectTools settings?

Refer to Chapter 7, "Using HP ProtectTools," in the *User's Guide* located on the Companion CD.

How Do I Migrate Data from Palm Desktop to Pocket PC 2003, 2nd Edition?

If you used a Palm Operating System (OS) based device before purchasing your iPAQ Pocket PC, you will need to migrate your data from the Palm Desktop software to Microsoft Pocket PC 2003, 2nd Edition.

Note: Do not insert your iPAQ Pocket PC into the desktop cradle until you have installed ActiveSync and are prompted to do so.

To migrate data from Palm Desktop to Pocket PC 2003, 2nd Edition:

1. If you do not already have Microsoft Outlook 98 or higher installed on your personal computer, install Outlook 2002 from the Companion CD as described in "How Do I Install Microsoft ActiveSync?" earlier in this document.

2. Insert the Companion CD that came with your Palm device into your computer's CD-ROM drive. From the **Discover Your Handheld** screen, select **Install Microsoft Conduits.** Alternatively, you may reinstall the Palm Desktop software. During the configuration process, select **Synchronize your handheld with Microsoft Outlook and Palm Desktop software.**

Note: Microsoft Outlook must be set as your default e-mail program to properly synchronize with the Palm Desktop software. If you need to change your settings, open Microsoft Outlook, then click **Tools > Options > Other** tab and check the **Make Outlook the default program for E-mail, Contacts, and Calendar** checkbox. Click **Apply > OK,** then restart your personal computer.

3. Use the HotSync software located on the Companion CD that came with your Palm unit to synchronize your Palm information with Outlook. Refer to the instructions that came with your Palm unit for help installing or using Hotsync.

4. When Outlook is synchronized with your Palm device, uninstall Hotsync from your personal computer. Click **Start > Control Panel >** double-click **Add or Remove Programs.** Select **Palm Desktop,** then click **Remove.** Follow the on-screen instructions.

5. Install ActiveSync on your personal computer as described in "How Do I Install Microsoft ActiveSync?" earlier in this document.

6. Create a partnership between your Pocket PC and your personal computer as described in "How Do I Create an ActiveSync Partnership?" earlier in this document.

7. Synchronize your Pocket PC with Outlook as described in "How Do I Synchronize My Pocket PC to a Personal Computer?" earlier in this document.

How Do I Transfer Files from My Personal Computer to My Pocket PC?

You may want to take files you create on your personal computer with you on your Pocket PC. To do this:

1. On your personal computer, click **Start > Programs > Microsoft ActiveSync.**

2. In ActiveSync, click **Tools > Options.**

3. Under the **Sync Options** tab, check the **Files** checkbox.
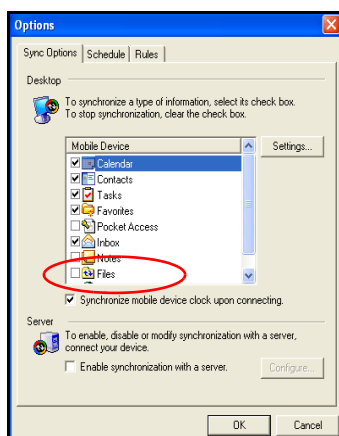
4. A message is displayed stating that a Synchronized Files folder will be created on your personal computer's desktop. Click **OK.**
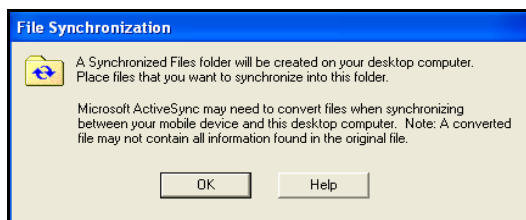
5. Click **OK** to save your changes, then click **File > Close** to close ActiveSync.

6. If your Pocket PC is in the desktop cradle, synchronization begins automatically, and a folder is created on your desktop which is named after the name you gave your Pocket PC when you set up your partnership (for example, Pocket_PC

My Documents). If your Pocket PC is not in the cradle, synchronization begins and the folder is created when you place your Pocket PC in the cradle.

Note: If synchronization does not begin automatically, on your personal computer open ActiveSync and click **File > Options > Schedule** tab. Under **Desktop schedule,** select either **Continuously** or **On connection** from the dropdown list box, then click **OK** to save the changes.

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7. Copy any files you want to transfer to your Pocket PC to the Synchronized Files folder for transfer during synchronization.

8. To verify that the files were transferred successfully, on your Pocket PC, tap **Start > Programs > File Explorer > My Documents** folder.

How Do I Protect My Pocket PC From Screen Damage or Cracking?

⚠ **CAUTION:** The screen on your Pocket PC is made of glass and can be damaged or broken by drops, impacts, or pressure.

Note: HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP branded product. Refer to the warranty document included with your Pocket PC for more information.

You should observe the following guidelines to protect the screen on your iPAQ Pocket PC from damage:

■ Do not sit on your Pocket PC.

■ When transporting your Pocket PC in a purse, pocket, briefcase, etc., ensure the device does not get compressed, bent, dropped, or hit.

■ When not in use, close the flip cover on your Pocket PC and store it in a case. You can select from a wide variety of case options at www.hp.com/go/ipaqaccessories.

■ Do not place anything on top of your Pocket PC.

■ Do not bang your Pocket PC against hard objects.

■ Never use any device other than the stylus that comes with the Pocket PC or an approved replacement to tap or write on the screen. If you lose or break your stylus, you can order extras at www.hp.com/go/ipaqaccessories.

■ Clean your Pocket PC by wiping the screen and the exterior with a soft, damp cloth lightly moistened only with water.

⚠ **CAUTION:** To reduce the risk of damage to the internal components, do not spray liquid directly on the screen, or allow excess liquid to drip inside your Pocket PC. Using soap or other cleaning products on the screen may discolor the finish and damage it.

How Do I Find Information On Topics Not Covered in This Booklet?

For complete setup and installation instructions, refer to the *Getting Started* document in the box or the *User's Guide* located on the Companion CD. The *User's Guide* is in a printable format if you prefer a hard copy document.

If you have questions on using your Pocket PC that have not been covered in this booklet or in the *Getting Started* or *User's Guide*, refer to the iPAQ Handheld Forum (a message board) at www.hp.com/support/ipaqforums.

To receive support from an HP-qualified technical support specialist, visit the HP support Web site at www.hp.com/support. To find information on the support Web site for your specific product, be sure to have your model or product name available. To chat with a support specialist online, select the hp Instant Support icon.

To access the hp Instant Support icon:

1. On your personal computer, open your Web browser (for example, Internet Explorer) and type in the URL www.hp.com/support.

2. Select your country or region.

3. Select **See support and troubleshooting information,** then type your Product ID in the box. If you do not know your Product ID, refer to "How Do I Find the Product ID and Serial Number of My Pocket PC?" in this document for more information.

4. Click the **>>** button.

5. Select your specific product from the list.

6. The Technical Support page for your iPAQ Pocket PC is displayed. The hp Instant Support icon is located on the right-hand side.